

ALASKA INCLUSIVE CHILD CARE PROGRAM

Policies and Procedures Manual

State of Alaska
Department of Health and Social Services
Division of Public Assistance
Child Care Program Office

Revised July 2015

ALASKA INCLUSIVE CHILD CARE PROGRAM

TABLE OF CONTENTS

8000	ALASKA INCLUSIVE CHILD CARE PROGRAM GENERAL INFORMATION
8000-1	HISTORY AND PURPOSE 8000-1 A. PROGRAM HISTORY 8000-1 B. PROGRAM PURPOSE
8000-2	PURPOSE OF THE ALASKA INCLUSIVE CHILD CARE PROGRAM MANUAL 8000-2 A. ALASKA INCLUSIVE CHILD CARE PROGRAM MANUAL USERS
8000-3	ALASKA INCLUSIVE CHILD CARE PROGRAM TOOLS AND RESOURCES 8000-3 A. CASE MANAGEMENT SYSTEM (CMS) 8000-3 B. INTEGRATED CHILD CARE INFORMATION SYSTEM (ICCIS) 8000-3 C. INTEGRATED RESOURCE INFORMATION SYSTEM (IRIS) 8000-3 D. DIRECT SECURE MESSAGING (DSM) 8000-3 E. INTERPRETER SERVICES 8000-3 F. CHILD CARE PROGRAM OFFICE WEBSITE 8000-3 G. CHILD CARE PROGRAM OFFICE BROCHURES 8000-3 H. CCPO AT A GLANCE 8000-3 I. INQUIRES AND CONSULTATION 8000-3 K. ADVERSE ACTION CALENDAR
8010	RIGHTS UNDER THE ALASKA INCLUSIVE CHILD CARE PROGRAM
8010-1	CONFIDENTIALITY
8010-2	CIVIL RIGHTS

8010-3	APPEALS
	8010-3 A. REQUESTS FOR ADMINISTRATIVE REVIEW
	8010-3 B. REQUESTS FOR ADMINISTRATIVE HEARING
8010-4	REQUEST FOR PUBLIC RECORDS
8020	RESPONSIBILITIES UNDER THE ALASKA INCLUSIVE CHILD CARE PROGRAM
8020-1	RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE
	8020-1 A. GENERAL RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE
	8020-1 B. RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE ADMINISTRATIVE STAFF
	8020-1 C. RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE ELIGIBILITY STAFF
	8020-1 D. RESPONSIBILITIES OF THE CHILD CARE LICENSING STAFF
8020-2	RESPONSIBILITIES OF THE ALASKA STATEWIDE CHILD CARE RESOURCE AND REFERRAL NETWORK
8020-3	RESPONSIBILITIES OF THE FAMILIES FIRST GRANTEES, WORK FIRST CONTRACTORS, AND WORK SERVICES PROVIDERS
8020-4	RESPONSIBILITIES OF THE CHILD CARE ASSISTANCE PROGRAM DESIGNEES
8020-5	RESPONSIBILITIES OF THE FAMILIES
8020-6	RESPONSIBILITIES OF CHILD CARE PROVIDERS

8030	ENHANCED REFERRALS
8040	ELIGIBILITY FOR PARTICIPATION
8040-1	DEFINITION OF SPECIAL NEEDS
8040-2	ALASKA INCLUSIVE CHILD CARE PROGRAM ELIGIBILITY CRITERIA
8050	CHILD CARE ASSISTANCE PROGRAM PARTICIPATING FAMILIES INCLUDING A CHILD WITH SPECIAL NEEDS
8050-1	PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) I PARTICIPATING FAMILIES
8050-2	PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) II PARTICIPATING FAMILIES
8050-3	PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) III PARTICIPATING FAMILIES
8060	APPLICATION PROCESS
8060-1	APPLICATION PROCESS – ADMINISTRATIVE STAFF
8060-2	APPLICATION PROCESS – ELIGIBILITY STAFF
	8060-2 A. PENDING AN APPLICATION
	8060-2 B. DENYING AN APPLICATION
	8060-2 C. APPROVING AN APPLICATION
8060-3	APPLICATION PROCESS – CHILD CARE PROVIDER

8060-4	APPLICATION PROCESS – ALASKA STATEWIDE CHILD CARE RESOURCE AND REFERRAL NETWORK STAFF
8060-4 A.	ON-SITE OBSERVATION
8060-4 B.	CHILD CARE PROVIDER INCLUSION PLAN
8070	DETERMINING THE SUPPLEMENTAL FUNDING
8070-1	CALCULATING THE SUPPLEMENTAL PERCENTAGE
8070-2	SUPPLEMENTAL FUNDING TIMEFRAME
8080	ELIGIBILITY DETERMINATION
8090	PAYMENT VERIFICATION FOR THE SPECIAL NEEDS SUPPLEMENTAL
8100	CHANGING CHILD CARE PROVIDERS
8110	CHANGES IN A CHILD CARE PROVIDER INCLUSION PLAN
8120	COMPLIANCE REVIEWS
8120-1	ADDITIONAL SERVICES COMPLIANCE NOT MET
8130	ENDING A FAMILY’S PARTICIPATION
8130-1	ENDING A PARENTS ACHIEVING SELF-SUFFICIENCY I FAMILY’S PARTICIPATION

- 8130-2** **ENDING A PARENTS ACHIEVING SELF-SUFFICENCY II OR
PARENTS ACHIEVING SELF-SUFFICENCY III FAMILY'S
PARTICIPATION**

- 8140** **PARTICIPATION RENEWAL**

- 8150** **RECORDS RETENTION AND CASE FILE MANAGEMENT**

- 8150-1** **RECORDS RETENTION – ELIGIBILITY STAFF**

- 8150-2** **RECORDS RETENTION – ADMINISTRATIVE STAFF**

8000 ALASKA INCLUSIVE CHILD CARE PROGRAM GENERAL INFORMATION

This chapter provides a general overview of the supplemental program rate authorized under Alaska Administrative Code (ACC) 7 ACC 41.025(e) and designated as the Alaska Inclusive Child Care Program (Alaska IN!). It also sets forth certain procedural requirements that staff must follow when they determine eligibility for Alaska IN!

8000-1 HISTORY AND PURPOSE

8000-1 A. PROGRAM HISTORY

The Americans with Disabilities Act (ADA) requires that child care facilities make reasonable accommodations and modifications to their policies and practices to integrate children with disabilities into their program. The ADA does not allow providers to charge parents of children with special needs more than other families unless, through a thorough assessment of the child's needs, the provider can show that caring for the child will create an "undue burden" on their program. An undue burden means creating changes that result in significant difficulty or expense to the program.

In fiscal year 2000, the State of Alaska was chosen to participate in a federal initiative known as The Map to Inclusive Child Care. The initiative offered states technical assistance to design, implement and evaluate child care services to successfully include children with special needs. An interdisciplinary statewide team was formed to address the issue. As a result of the team's efforts and funding from the Alaska Mental Health Trust Authority (AMHTA), The Alaska Inclusive Child Care Program (Alaska IN!) was implemented in February 2001.

The ADA also requires that child care facilities provide equal opportunities for children with disabilities to participate in the child care facility's programs and services. In an effort to build capacity for the care of children with special needs and enhance the skills of child care providers, the state may pay a special needs supplement to child care providers who are caring for children with special needs. This supplement is not a charge to parents, but is intended to be used for children who otherwise may not be able to find child care.

June 30, 2003, marked the end of the Alaska IN! pilot project. With a funding crisis for child care nationwide, parents of children with special needs experience an even greater challenge in locating quality child care settings to meet their child's needs. As a result of these challenges faced by parents, along with the ongoing need to provide supports to families of children with special needs and their child care providers, a two-year extension grant was awarded to the department.

Beginning with fiscal year 2006, AMHTA no longer funded this project and funding sources continued to diminish. The Department of Health and Social Services (DHSS), Division of Public Assistance (DPA), Child Care Program Office (CCPO) began oversight of Alaska IN! and program activities were incorporated into and delegated within the scope of work of the Child Care Resource and Referral (CCR&R) grant, Child Care Assistance Program (CCAP) grant, and the computer management system for the CCAP.

In fiscal year 2007, regulatory changes within the CCAP eliminated the supplement for children with special needs who are 13 years of age and older.

The CCPO continues to provide ongoing administrative oversight of Alaska IN! and on July 1, 2015 assumed all program oversight, eligibility and monitoring responsibilities. The CCPO continues to partner with the Alaska statewide CCR&R Network in meeting the family's needs through enhanced referrals and the child care provider's training needs to include: the identification of specific training needed; development of a training plan; and delivery of training.

8000-1 B. PROGRAM PURPOSE

The Americans with Disabilities Act (ADA) requires child care facilities to make reasonable accommodations and modifications to their policies and practices to integrate children with disabilities into their program. The ADA does not allow providers to charge parents of children with special needs more than other families unless, through a thorough assessment of the child's needs, the provider can show that caring for the child will create an "undue burden" on their program. An undue burden means creating changes resulting in significant difficulty or expense to the program.

The purpose of Alaska IN! is to enhance the skills of the child care provider, promote inclusive child care practices in child care settings, and ensure CCAP participating families including children with special needs have access to child care.

8000- 2

PURPOSE OF THE ALASKA INCLUSIVE CHILD CARE PROGRAM MANUAL

This manual is to be used for training, reference, and as a supplement to the *Child Care Assistance Program Policies and Procedures Manual*. It provides the policies, procedures, and technical details to support workers in administering the Alaska Inclusive Child Care Program (Alaska IN!).

8000-2 A.

ALASKA INCLUSIVE CHILD CARE PROGRAM MANUAL USERS

This manual cannot anticipate every situation that may occur while administering the Alaska IN! Users, as applicable, may encounter circumstances where the manual does not provide enough detail to make a decision. Sound judgment is expected to be exercised when encountering specific family or provider situations as well as use of appropriate tools and resources. The users of the manual include, but are not limited to:

1. Agencies who receive grants from the Department of Health and Social Services (DHSS), Division of Public Assistance (DPA), Policy Work Services to provide case management and supportive services for families who receive Temporary Assistance (TA) cash benefits, and have multiple challenges or a profound challenge and are involved with multiple agencies. Supportive services may include Parent's Achieving Self-Sufficiency (PASS) I child care assistance. Agencies providing the supportive services are referred to throughout this manual as Families First (FF) grantees.
2. Agencies under contract with DPA, Policy Work Services, to provide the work service case management and supportive services for families who receive a TA cash benefit and are ready or near ready to work. Supportive services may include PASS I child care assistance. Agencies providing the supportive services are referred to throughout this manual as Work First (WF) contractors.
3. Agencies under a grant or contract with the DPA, or DPA staff who provide case management and supportive services for both FF and WF families. Agencies and work units providing the supportive services are referred to throughout this manual as Work Services Providers (WSP).
4. DPA Program Integrity and Analysis, Contracted Services Quality Assurance staff who process hearing requests and represent DPA in the fair hearing process.

5. Agencies who receive grants from the Child Care Program Office (CCPO) or sub-grants from a grantee of the CCPO to administer the Child Care Assistance Program (CCAP) for PASS II and PASS III families who, either no longer receive a TA cash benefit or have never received a TA benefit but are low to moderate income. Agencies providing these services are referred to throughout this manual as Designees.
6. CCPO staff who provide: overall CCAP oversight; approve CCAP child care provider participation statewide for PASS I In-home and Approved Non Relative providers; approve CCAP participation within the Municipality of Anchorage (MOA) for PASS II and PASS III In-home, Approved Relative and Licensed providers; create PASS I family *Child Care Assistance Authorization* documents statewide; process child care billing report forms for providers within the MOA; determine eligibility for Alaska IN!; and conduct Administrative Reviews.
7. State of Alaska and MOA Child Care Licensing Specialists who monitor and provide oversight of licensed child care facilities, conduct health and safety inspections, and investigate reports of concern of child care facilities. These agencies are referred to throughout this manual as Child Care Licensing.
8. Alaska statewide Child Care Resource and Referral (CCR&R) Network staff who: assist families in finding quality child care; provide professional development opportunities to child care providers; collaborate with providers to develop of a plan for the inclusion of children with special needs through Alaska IN!; and coordinate with the CCPO regarding delivery of Alaska IN! services.
9. Interested and/or participating families.
10. Interested and/or participating child care providers.
11. Other state and federal workers/contractors with a direct or indirect involvement and interest.

8000-3

ALASKA INCLUSIVE CHILD CARE PROGRAM TOOLS AND RESOURCES

A variety of tools and resources are available and are to be used, as applicable, to deliver Alaska Inclusive Child Care Program (Alaska IN!) services. These tools include the: Case Management System (CMS); Integrated Child Care Information System (ICCIS); Integrated Resource Information System (IRIS), Direct Secure Messaging (DSM); Interpreter Services; Child Care Program Office (CCPO) website; CCPO Brochures; CCPO at a Glance; What's Happening; Inquiries and Consultation; Retention Schedule; and Adverse Action Calendar, etc.

The CCPO will make every attempt to include updated tools and resources as they are developed in this document for future reference.

8000-3 A.

CASE MANAGEMENT SYSTEM (CMS)

CMS is used by agencies performing case management and approving supportive services. Requests for Parents Achieving Self Sufficiency (PASS) I Child Care Assistance and Alaska IN! are initiated through CMS. Users must have signed a *CMS Security Access Request* applicable to the user and have approval granted to access the system. The *CMS Security Access Request* and the CMS User Guide are available on-line at:

<https://dpasysops.dhss.alaska.gov/production/>

8000-3 B.

INTEGRATED CHILD CARE INFORMATION SYSTEM (ICCIS)

ICCIS is the system used to conduct family and provider eligibility actions for Alaska IN!; Child Care Assistance Program (CCAP); conduct and manage child care provider licensing actions; and verify child care assistance and Alaska IN! supplemental payments to providers.

Users must have signed a *Division of Public Assistance Confidentiality Statement* Gen 144 and *Service Provider Computer Security Agreement* applicable to them as a State of Alaska worker or a non-state worker and approval granted to access the system before a profile specific to the actions the user will be completing is established in ICCIS. The *Division of Public Assistance Confidentiality Statement* Gen 144 is available on-line at:

<http://dpaweb.hss.state.ak.us/node/37> and the *Service Provider Computer Security Agreement* is available on-line at:

<https://dpasysops.dhss.alaska.gov/ICCIS/>

The *Division of Public Assistance Confidentiality Statement* Gen 144 and *Service Provider Computer Security Agreement* are to be faxed to the CCPO toll free at 1-888-224-4536 or 907-269-1064.

When a staff member leaves an organization or access to ICCIS is no longer needed, the CCPO must be notified immediately by submitting a *Service Provider Computer Security Agreement* with the delete check box selected to ccpo@alaska.gov

ICCIS User Guide and the ICCIS Policy and Procedure manuals are on line after logging into ICCIS at: <https://dpasysops.dhss.alaska.gov/ICCIS/>

8000-3 C. INTEGRATED RESOURCE INFORMATION SYSTEM (IRIS)

IRIS is maintained by the Department of Administration, Division of Finance and used to manage and track the state's financial resources. IRIS accepts transactions generated by outside systems, such as ICCIS, via a batch interface which are held in a suspense file and then processed overnight as part of the production batch schedule. The Financial Transaction Processor (FTP) processes all financial transactions entered into IRIS. These entries must be balanced with the verifications completed each day by Designees and the Child Care Program Office (CCPO). Identified discrepancies are returned to the Designee for correction.

8000-3 D. DIRECT SECURE MESSAGING (DSM)

When sending confidential or sensitive information to an email address that is not state sponsored, the DHSS requires the use of a platform for file transfer called Direct Secure Messaging (DSM). DSM must always be used when sending by email Electronic Protected Health Information and Personal Health Information. Both the sender and receiver must have established accounts with DSM in order for the information to be transmitted and received. DSM transfers sensitive information to be emailed in the form of encrypted messages.

Sensitive information includes:

1. Personal information, including name **along with** one of the following:
 - a. Social Security Numbers (SSN)/Employment Identification Numbers (EIN); and/or
 - b. financial or benefits information (bank account numbers and balance transfers, salary and compensation data, credit card numbers, etc.);

2. Reports until finalized and determined public (inspections, plans of correction, incidents, complaints, investigations, hearings, etc.);
3. Electronic Protected Health Information (EPHI, e.g. anything that associates a specific person with a type of treatment.); and
4. Personal Health Information (PHI).

Designees and contractors must submit the *Alaska Health Information Subscription Agreement for Direct Secure Messaging* form for an account to be established to: info@ak-ehealth.org. Fees may apply.

DSM secures the entire email (body, subject line) and the attachment therefore the subject lines can include family or provider specific information. Certified return of receipt is available to be set up on individual user accounts and communications between DSM user accounts can be forwarded.

Additional information is available at:
<http://ak-ehealth.org/for-providers/direct-secure-messaging/>

For other technical help using DSM such as resetting passwords, contact the Alaska eHealth Network (AeHN) Help Desk toll free at 1-888-484-5763 or helpdesk@alaska.gov

8000-3 E. INTERPRETER SERVICES

If an individual is not able to or is limited in speaking, reading, or writing English, or the individual requests translation services, staff must make every effort to arrange for translation services.

Telephonic interpreter services are provided free of charge by the Division of Public Assistance (DPA) for DPA staff and Designees through:

Language Line Services at 1-866-874-3972

This telephone number is exclusive to the Division of Public Assistance and staff is required to use Language Line Services when necessary, even if the applicant declines the offer for translation services to ensure appropriate and accurate information is obtained. Appointments can be scheduled to help increase the efficiency of service.

When a call is received from an individual needing translation services, Designees and the CCPO should do the following:

1. Use Conference Hold to place the limited English speaker on hold;
2. Dial: 1-866-874-3972;
3. To connect an interpreter to the call enter on your telephone keypad:
 - a. 6-digit State of Alaska client ID: 5 5 1 0 4 1
 - b. Press 1 for Spanish
 - c. Press 2 for all other languages and speak the name of the language you need at the prompt.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instruction;
5. Add the limited-English Speaker to the line; and
6. Say "End of Call" to the Interpreter when the call is completed.

When placing a call to a limited-English speaker or if they are with you in person, begin at Step 2. If you need assistance placing a call to a limited-English speaker, please inform the interpreter that you need a dial out at the beginning of the call.

Staff may provide this assistance through one-on-one or group orientations, using the following: telephonic interpreter service provided by the department, Language Line Services Interpreters; resources within the community that provide translation services; bilingual employees of the Designee; or friends and family of the applicant or participant as a last resort.

Individuals who can understand English, but are unable to read the application or other printed materials must have these read aloud to them.

Staff must help the family or provider complete the application or other required forms by making sure the individual understands each question that is read. Staff may not complete the application or other forms for them. Applicants may have someone of their choosing complete the application document and other forms on their behalf, but the applicant must sign where required.

If the staff member or an interpreter assists with translation or reading of the information, the reader's or translator's name must be documented in an ICCIS or CMS case note. The relationship between the reader or translator and the applicant must also be documented.

The case note should include: Language Line Services interpreter (name), bilingual staff member (name); language used and any other information to assist the family with future interactions.

8000-3 F. CHILD CARE PROGRAM OFFICE WEBSITE

The CCPO maintains a website with information regarding the programs administered and other early childhood activities and initiatives. The website also contains a listing of real time ICCIS active/open child care providers, excluding In-home.

The CCPO website can be accessed at:

<http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

8000-3 G. CHILD CARE PROGRAM OFFICE BROCHURES

The CCPO has developed and makes available brochures describing the office and programs administered: The Child Care Program Office; Child Care Assistance PASS I; Child Care Assistance PASS II and PASS III; Child Care Licensing; Child Care Grant Program; and Alaska Inclusive Child Care Program (Alaska IN!).

Contact the CCPO to request brochures toll free at 1-888-268-4632 or by email to: CCPO@alaska.gov. The title of the brochure, quantity and timeframe to receive are to be included in the request.

These brochures can be viewed on the CCPO website:

<http://dhss.alaska.gov/dpa/Pages/ccare/default.aspx>

8000-3 H. CCPO AT A GLANCE

The CCPO maintains a roster with the primary duties and contact information for each CCPO staff person titled "CCPO At A Glance." This document is reviewed and updated at least quarterly and made available to Designees and other partners.

8000-3 I. INQUIRIES AND CONSULTATION

Alaska statewide Resource and Referral (CCR&R) Network, Child Care Assistance Program Designees, Families First (FF) grantees, Work First (WF) contractors and Work Services Providers (WSP) are expected to utilize this manual, discuss the situation with their lead and/or supervisor and apply prudent judgment prior to requesting policy or procedural guidance.

CCR&R, Designees, (FF) grantees, (WF) contractors and WSP should consult with the CCPO if they are unable to reach a decision on Alaska IN! eligibility or have questions about a particular issue.

For questions or additional guidance on policy or procedural issues for Alaska IN!, send e-mail inquiries to the CCPO Policy Mailbox at: dpaccp@alaska.gov

Client names and ICCIS account numbers or member identification numbers should be included to identify the specific situation. However, dates of birth, social security numbers or other sensitive information are not to be used in the email for confidentiality reasons. When sending sensitive information, utilize DSM or fax the information to the CCPO toll free at: 1-888-224-4536 or 907-269-1064. See section 8000-3 D., Direct Secure Messaging (DSM) for more information on DSM.

The subject line of the message must include the program in question, (Alaska IN!), a designated priority level as outlined below and the topic.

Examples:

“AK IN! – Level 1 – Services not in place”

“AK IN! – Level 2 – Observation Reschedule”

“AK IN! – Level 3 – Additional Services.”

For general inquiries, the body of the message needs to include: your specific question, relevant information, the preferred solution and justification for the preferred solution.

When submitting questions or requests for additional guidance on policy or procedural issues for Alaska IN!, the CCPO requires the CCR&R, Designee, FF Grantee, WF Contractor or WSP to categorize each request into one of three levels described below. The priority level is determined based on the content of the question or guidance needed. Delay in working a case or submitting a question does not necessarily constitute a higher level of priority. If the priority level is not included the submission will be considered a Level 3.

1. Level 1:

Response is to be provided within forty-eight (48) hours regarding a critically important issue.

2. Level 2:

Response is to be provided within five business days regarding a less time-critical question or concern.

3. Level 3:

Response is not time sensitive and/or the CCPO is being alerted to a hypothetical situation or a real scenario that needs future consideration and/or thought.

Level 3 submissions may also be tabled for general discussion during a statewide teleconference, if appropriate. The CCPO will acknowledge this request within five business days, but a decision or full response may be tabled for future discussions.

8000-3 J. ADVERSE ACTION CALENDAR

DPA produces a monthly calendar, commonly known as the Adverse Action Calendar, to assist workers in determining timeframes related to case processing. This calendar also assists workers in determining the last date a negative action can be taken in the current month to implement the change the following month. This calendar is an internal administrative tool and does not independently create legal requirements for action.

The Adverse Action Calendar reflects ten (10), fifteen (15) and thirty (30) day timeframes, without asterisks, for the due dates when requesting information from the applicant.

It also lists due dates for taking action on reports of change and making a determination on an application, double asterisk. The Adverse Action Calendar identifies different programs in dates within the calendar.

The calendar is distributed to the CCPO and partners via email or can be accessed at: <http://dpaweb.hss.state.ak.us/main/PDF/adverseAction.pdf>

The Adverse Action Calendar includes the following items in a legend defining the dates information is due when requested from a family and dates action is to be taken by workers:

1. 10, 15 and 30-Day Request for Information (Pend) Date

When requesting information needed to process an application or report of change, the family or provider must be given at least ten (10) days to provide it. To determine when the information is due, the first day is the day after the notice is mailed. The mailing date is not included as one of the ten (10) days. When the tenth (10th) day falls on a weekend or Federal holiday, the date is moved to the next business day.

2. ** 10-Day Timeframe to Act on Reported Changes

All reports of change must be acted on within ten (10) days. This action date is reflected on the Adverse Action Calendar by the double asterisks 10 date. Day zero (0) is the day the reported change was received. When the tenth (10th) day falls on a weekend or Federal holiday, the action must be taken the business day prior to the tenth (10th) day.

3. ** 30-Day Application Processing Timeframe

All applications received are to have a determination of approve or deny no later than thirty (30) days from the date the application is date stamped received. Day zero (0) is the date the application is date stamped received. When the thirtieth (30th) day falls on a weekend or Federal holiday, the application must be worked by the first business day after the thirtieth (30th) day.

4. Adverse Action Date

For ongoing cases, the effective date of an adverse action, case closure, benefit reduction or family contribution increase, is always the first day of the month following timely notice of adverse action. A notice of the adverse action must be mailed at least ten (10) days before the effective date of the action. The adverse action date noted in the calendar is the last day staff can prepare and mail a notice for adverse actions taking effect the first day of the following month.

The ten (10) day count begins the day after the date the adverse action notice is mailed. Designees must be aware of the day the prepared notice will actually be mailed.

CCR&R and CCPO staff are to use the Adverse Action calendar for determining the due date on notices to families and providers and the action completion date by staff. When requesting information from families and providers, based on the date the notice will be mailed, use the listed 10 day Request for Information (Pend) date.

8010

RIGHTS UNDER THE ALASKA INCLUSIVE CHILD CARE PROGRAM

8010-1

CONFIDENTIALITY

Information relating to a family's participation in the Alaska Inclusive Child Care Program (Alaska IN!) is confidential. The Department of Health and Social Services (DHSS) requires strict adherence to confidentiality rules by State employees and all agencies involved in the administration of public assistance programs including Alaska IN! under Alaska Statute (AS) 47.05.020. All agencies and staff involved in the administration of Alaska IN! must read to understand confidentiality rules and requirements and sign the appropriate computer security agreement to acquire the applicable computer access.

1. Agencies and Staff Administering the Alaska IN! will ensure:

- a. Files are maintained in a manner that ensures confidentiality of personal information;
- b. Individual computer logins and passwords are strong, kept confidential, and routinely changed;
- c. Eligibility reviews occur in locations that ensure confidentiality;
- d. Personal family and provider information is pertinent to eligibility and discussed only within a professional content and context;
- e. Release of Information forms signed and dated by the participating parent or provider are on file and used when requesting information from other sources;
- f. Release of Information forms signed and dated by the participating parent or provider are on file prior to releasing information to a requestor, except as described in 8010-1, 2 Prohibition Against Using Family and Provider Information;
- g. Staff does not access their own files and records or those of any co-worker, family members, friends or individuals with whom they have a personal relationship or there is a potential conflict of interest; and
- h. A Child Care Program Office (CCPO) or Designee applying or participating staff member's case is processed by a supervisor or neutral third party who is not a co-worker or subordinate of the applicant.

2. Prohibition Against Using Family and Provider Information:

It is a violation against state statute and regulation (AS 47.05.020, AS 47.05.030, AS 47.32.180 and AS 47.32.190, 7 AAC 37.030, 7 AAC 41.400, and 7 AAC 57.055) to use information obtained from families or providers participating in Alaska IN! or to disclose this information to any person other than the applicant or recipient, with the following exceptions:

- a. Persons directly involved in the administration and enforcement of the Alaska Temporary Assistance Program (TA), including but not limited to users of this manual identified in 8000-2 A. Alaska Inclusive Child Care Program Manual Users, items 1-11; and
- b. Persons directly involved in other state or federally funded assistance programs including, Tribal Organizations administering Temporary Assistance for Needy Families (TANF) or Child Care and Development Fund (CCDF) CCAP. CCDF CCAP persons include but are not limited to users of this manual identified in 8000-3 A. Alaska Inclusive Child Care Program Manual Users, items 1-11.

8010-2

CIVIL RIGHTS

Staff administering any aspect of the Alaska Inclusive Child Care Program (Alaska IN!) will not discriminate against any applicant or participant, including but not limited to, the: application submission or withdrawal; certification of families and approval of providers; issuance of program benefits; request to discontinue assistance; choice of participating child care provider; conduct of administrative reviews or hearing process or the conduct of any other program service, for reasons of age, race, color, sex, disability, religious creed, national origin or political belief.

A complaint is any clear expression by the complainant or person acting for him/her, to the effect that he or she believes himself or herself to be the object of discrimination based on age, race, color, sex, disability, religious creed, national origin, or political belief.

8010-3

APPEALS

Any family applying or participating in the Alaska Inclusive Child Care Program (Alaska IN!) who disagrees with a written determination made by the Child Care Program Office (CCPO) or the Alaska statewide Child Care Resource and Referral (CCR&R) Network may appeal the decision by requesting an Administrative Review and/or an Administrative (fair) hearing.

8010-3 A. REQUESTS FOR ADMINISTRATIVE REVIEW

Requests must be made in writing and submitted to the CCPO within fifteen (15) calendar days of the issuance date of the determination with which the family disagrees. A CCPO staff member, other than the member who made the original determination will review the issue to determine if the correct action or decision was made.

Within fifteen (15) days, based on the Adverse Action Calendar CCPO staff will:

1. Review applicable Alaska Administrative Code(s);
2. Review applicable Policies and Procedures manuals;
3. Conduct a thorough investigation of the issue; and
4. Issue a decision to uphold or overturn the original determination. Administrative Review decisions are sent certified mail. A copy is maintained in the Administrative Review electronic file. The decision is documented in an Integrated Child Care Information System (ICCIS) case note.

8010-3 B. REQUEST FOR ADMINISTRATIVE HEARING

Requests for an Administrative Hearing must be submitted in writing to the CCPO within thirty (30) calendar days of the issuance of the determination with which the family disagrees.

- 1. CCPO Administrative Staff:**
 - a. Enter the request information in the fiscal year's Hearing Tracking spreadsheet;
 - b. Scan the request and attach it to an email along with the Administrative Review decision, if any and send to the Division of Public Assistance (DPA) Program Integrity and Analysis (PI&A), Contracted Services Quality Assurance (CSQA) staff representing the division for the hearing process; and
 - c. Enter an ICCIS case note documenting receipt of the request and when it was forwarded to CSQA.

2. DPA CSQA staff will:

- a. Forward the request to the Office of Hearings for scheduling;
- b. Review all applicable Alaska Administrative Codes and program policies and procedures;
- c. Issue the division's position statement; and
- d. Represent the CCPO during the hearing process in front of an Administrative Law Judge.

3. The Administrative Law Judge:

The Administrative Law Judge issues a proposed decision allowing both the division and the individual requesting the hearing, opportunity to request a proposal for action of the Commissioner of Health and Social Services to adopt, revise, or reject the proposed decision.

4. The Commissioner of Health and Social Services:

The Commissioner of Health and Social Services issues the final decision based on the Administrative Law Judge's proposed decision and any additional evidence or statements received from the division or requesting party.

8010-4

REQUEST FOR PUBLIC RECORDS

Requests for information from a child's file, including information maintained in the Integrated Child Care Information System (ICCIS) or other electronic means must be documented and acted upon in a timely manner.

Participating parents have access to information contained in their child's file which may be viewed during the Child Care Program Office (CCPO) or Designees normal business hours. A case note is entered in the participating family's ICCIS case file documenting the review of the hard copy file. When a participating family requests copies of any part of their child's file, the request must be made in writing and state the specific information being requested.

When an individual who is not associated with the case, including representatives of a law office, requests to view CCPO records, including to view a child's file, their request must be submitted in writing. The Designee must immediately forward a copy of the request and any legal release to the CCPO at the policy mailbox: dpaccp@alaska.gov

The Designee must immediately express mail, or hand deliver, the requested file to the CCPO, retaining a copy of information pertinent to the family's most recent application.

The CCPO will forward the request and release to the Division of Public Assistance Director's Office who will:

1. Verify the release is in proper order;
2. Request the pertinent file from the CCPO or Designee; and
3. Submit the release and documents to the division's legal team.

8020 RESPONSIBILITIES UNDER THE ALASKA INCLUSIVE CHILD CARE PROGRAM

The State of Alaska, Department of Health and Social Services (DHSS), Division of Public Assistance (DPA), Child Care Program Office (CCPO) is the primary contact regarding the Alaska Inclusive Child Care Program (Alaska IN!). The CCPO provides program oversight as well as determines eligibility and monitors compliance. The Child Care Assistance Program (CCAP) Designees, Families First (FF) grantees, Work First (WF) contractors, Work Services Providers (WPS), Child Care Licensing (CCL) and the Alaska statewide Child Care Resource and Referral (CCR&R) Network each have specific responsibilities in the delivery of Alaska IN!

8020-1 RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE

8020-1 A. GENERAL RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE

General responsibilities of the Child Care Program Office (CCPO) include but are not limited to:

1. Ensuring the Alaska Inclusive Child Care Program (Alaska IN!) complies with all Federal and State requirements relating to the administration of the program;
2. Promulgating regulations pertaining to programs administered by the CCPO, and that are also connected to the Child Care Assistance Program (CCAP): Child Care Licensing (CCL) and Child Care Grant (CCG) Program;
3. Developing an Alaska IN! policies and procedures manual and implementing use of the manual;

4. Providing interpretation and clarification of state statutes, regulations, policies and procedures governing Alaska IN!;
5. Processing applications for program participation and determining eligibility;
6. Processing Alaska IN! supplemental payments to providers within the Municipality of Anchorage;
7. Maintaining family's, children's, and child care provider's private and confidential information;
8. Monitoring child care provider compliance with their *Child Care Provider Inclusion Plan*;
9. Coordinating authorization of supplemental funding with Designees, Families First (FF) grantees, Work First (WF) contractors, and Work Services Providers (WSP);
10. Processing appeals (Administrative Reviews and Hearings);
11. Conducting investigations related to potential incorrect payment of benefits;
12. Providing program brochures, Alaska IN! forms, templates of required documentation, and notices of action;
13. Notifying Designees, FF grantees, WF contractors, WSP, families, providers, and the public (as applicable) of changes to regulations and policy; and
14. Providing training and technical assistance regarding Alaska IN! as applicable.

8020-1 B.

RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE ADMINISTRATIVE STAFF

Responsibilities of the CCPO Administrative Staff include but are not limited to:

1. Providing and tracking distribution of *Alaska Inclusive Child Care Program* brochures, *Application for Alaska Inclusive Child Care*, and/or forms as requested; and

2. Documenting and tracking *Application for Alaska Inclusive Child Care* requests and receipt.

8020-1 C. RESPONSIBILITIES OF THE CHILD CARE PROGRAM OFFICE ELIGIBILITY STAFF

Responsibilities of the CCPO Eligibility Staff include but are not limited to:

1. Assisting parents with the application paperwork and process;
2. Assisting child care providers with the process;
3. Conducting eligibility determinations;
4. Maintaining confidentiality by covering the names of all agencies listed on the *Release of Information* except the agency from who information is requested;
5. Determining the supplemental percentage and timeframe based on the costs of the required additional services/accommodations to be provided;
6. Issuing *Child Care Assistance Authorization* documents for supplemental funding to child care providers who care for children with special needs based on the costs of services/accommodations provided;
7. Coordinating with Designees, FF grantees, WF contractors and WSP to ensure the issuance of *Child Care Assistance Authorization* documents for supplemental funding for the family's next authorization period;
8. Notifying Child Care Licensing Staff of a child care provider approved to care for a specific child(ren) identified as having special needs and participating in Alaska IN! and coordinating to ensure the provider has established and is maintaining and monitoring the required plan of care;
9. Coordinating with the Alaska statewide Child Care Resource and Referral (CCR&R) Network for on-site observation and consultation and to ensure the identified services are being provided and/or accommodations are in place at the child care facility; and
10. Coordinating with the FF grantees, WF contractors, WSP and Designees when families transition from or to PASS I child care assistance.
11. Completing compliance reviews based on timeframes established to ensure the services, training and accommodations are being provided as identified in the *Child Care Provider Inclusion Plan*.

8020-1 D. RESPONSIBILITIES OF THE CHILD CARE LICENSING STAFF

Responsibilities of the State of Alaska and Municipality of Anchorage Child Care Licensing Staff include but are not limited to:

1. Conducting announced and unannounced on-site inspections of child care settings;
2. Ensuring licensed child care facilities have a plan of care in place for any child(ren) identified as having a special need who are also participating in Alaska IN!; and
3. Notifying CCPO Eligibility Staff when a child care provider approved to care for a specific child(ren) identified as having special needs and participating in Alaska IN! does not have the required Plan of Care in place and coordinate to ensure the provider comes into compliance.
4. Investigating any reports of concerns or noncompliance for a child care provider participating in Alaska IN!

8020-2 RESPONSIBILITIES OF THE ALASKA STATEWIDE CHILD CARE RESOURCE AND REFERRAL NETWORK

Responsibilities of the Alaska statewide Child Care Resource and Referral (CCR&R) Network include but are not limited to:

1. Providing outreach, education, and enhanced referral services to parents of children with special needs regarding child care options;
2. Conducting on-site observation of the identified child while in care with the child care provider;
3. Consulting with the child care provider to ensure the additional services being provided meet the child's specific needs;
4. Increasing caregiver knowledge and expertise in the care of children with special needs;
5. Prioritizing and providing technical assistance, training, and support to providers who care for children with special needs;

6. Recruiting and training child care providers to increase capacity to care for children with special needs;
7. Maintaining records of the technical assistance, on-site consultations, supports and training for providers; and
8. Assisting providers to implement child specific inclusionary practices.

8020-3

RESPONSIBILITIES OF THE FAMILIES FIRST GRANTEES, WORK FIRST CONTRACTORS, AND WORK SERVICES PROVIDERS

Responsibilities of the Families First grantees, Work First contractors and Work Services Providers include but are not limited to:

1. Informing parents of the enhanced referral services through the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
2. Obtaining copies of the *Application for Alaska Inclusive Child Care* and the *Alaska Inclusive Child Care Program* brochure from the Child Care Program Office (CCPO) for distribution;
4. Providing parents with an *Application for Alaska Inclusive Child Care* and *Alaska Inclusive Child Care Program* brochure;
5. Monitoring for the child's thirteenth (13th) birthday to ensure the special needs supplemental is only issued through the month of the child's 13th birthday;
6. Once approved for program participation, include the request for Alaska Inclusive Child Care Program (Alaska IN!) when requesting care to be authorized for the child;
7. Notifying the CCPO when a family with an Alaska Inclusive Child Care Program (Alaska IN!) *Authorization for Special Needs Supplement* is no longer participating in Parents Achieving Self Sufficiency (PASS) I child care assistance; and
8. Notifying the CCPO when a family with an Alaska Inclusive Child Care Program supplemental authorization is wishing to change or has changed child care providers.

RESPONSIBILITIES OF THE CHILD CARE ASSISTANCE PROGRAM DESIGNEES

Responsibilities of the Child Care Assistance Program (CCAP) Designees include but are not limited to:

1. Informing parents of the enhanced referral services through the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
2. Obtaining copies of the *Application for Alaska Inclusive Child Care* and the *Alaska Inclusive Child Care Program* brochure from the Child Care Program Office (CCPO) for distribution;
3. Providing parents with an *Application for Alaska Inclusive Child Care* and *Alaska Inclusive Child Care Program* brochure;
4. Assisting child care providers with understanding the supplemental rate and billing procedures;
5. Determining the payment amount and verifying the special needs supplement in conjunction with the child care assistance payment to the child care provider upon receipt of a monthly provider billing report form;
6. Once approved for program participation, include the special needs percentage in the care authorized;
7. Notifying the CCPO when a family with an Alaska Inclusive Child Care Program (Alaska IN!) *Authorization for Special Needs Supplement* is no longer participating in the CCAP and receiving Parents Achieving Self Sufficiency (PASS) II or PASS III child care assistance;
8. Notifying the CCPO when a family with an Alaska Inclusive Child Care Program (Alaska IN!) *Authorization for Special Needs Supplement* is wishing to change or has changed child care providers; and
9. Monitoring for the child's thirteenth (13th) birthday to ensure the special needs supplemental is only issued through the month of child's thirteenth (13th) birthday.

RESPONSIBILITIES OF THE FAMILIES

Responsibilities of the family include but are not limited to:

1. Selecting a Child Care Assistance Program (CCAP) eligible child care provider, with assistance from the Alaska statewide Child Care Resource and Referral (CCR&R) Network, if needed;
2. Completing and submitting the *Application for Alaska Inclusive Child Care*;
3. Providing documentation of their child's special need(s);
4. Providing a copy of their child's plan of care created in cooperation with their child care provider;
5. Providing the CCR&R staff information pertaining to the needs of their child, as needed, to assist in the development of the child care provider's *Child Care Provider Inclusion Plan*;
6. Acknowledging and agreeing to the services and/or accommodations planned to be provided by the child care provider by signing and ensuring the *Child Care Provider Inclusion Plan* is submitted;
7. Monitoring their child care provider to ensure the services and/or accommodations needed are being provided;
8. Providing a fourteen (14) day written notice to their child care provider prior to terminating services;
9. Notifying the Child Care Program Office (CCPO) Eligibility Staff; and their Families First grantee, Work First contractor, Work Services Provider, or CCAP Designee, by providing a copy of the written notice provided to their child care provider prior to terminating services; and
10. Providing any changes in their child's development and/or care needs while in care of the provider, or any concerns regarding the care their child is receiving from the provider to the CCPO.

RESPONSIBILITIES OF CHILD CARE PROVIDERS

Responsibilities of the child care provider include but are not limited to:

1. Maintaining child care licensing or Child Care Assistance Program (CCAP) Approved Child Care Provider status;
2. Maintaining CCAP participation;
3. Completing a plan of care for each child identified as having a special need at the time of enrolling the child into care, addressing how care will be provided to meet the child's needs;
4. Charging the same rate for a child with special needs as the rate for any other child of the same age;
5. Scheduling and allowing an on-site observation by the Alaska statewide Child Care Resource and Referral (CCR&R) Network;
6. Completing the *Child Care Provider Inclusion Plan*, with the CCR&R and family, to ensure the accommodations and/or training identified meet the child's specific needs;
7. Providing the accommodations and associated costs for the child as identified in the *Child Care Provider Inclusion Plan*;
8. Providing the additional services and associated costs for the child as identified in the *Child Care Provider Inclusion Plan*;
9. Providing documentation of completion of staff training and associated costs as identified in the *Child Care Provider Inclusion Plan*;
10. Providing a fourteen (14) day written notice to the family prior to terminating services; and
11. Submitting monthly CCAP billing report forms within the required timeframes.

8030

ENHANCED REFERRALS

The Alaska statewide Child Care Resource and Referral (CCR&R) Network provides enhanced referral services for families with children, under the age of thirteen (13), who have special needs.

An enhanced referral is a more in-depth discussion with the family to aid the CCR&R staff in gaining an understanding any accommodations needed for the child's care. The CCR&R helps support the family and child in accessing or connecting to needed services by providing additional information about resources available through the CCR&R's lending library and/or other community resources.

8040

ELIGIBILITY FOR PARTICIPATION

Participation in the Alaska Inclusive Child Care Program (Alaska IN!) is only available to families who are participating in the State of Alaska Child Care Assistance Program (CCAP) through Parents Achieving Self-Sufficiency (PASS) I, PASS II, or PASS III.

8040-1

DEFINITION OF SPECIAL NEEDS

For the purposes of the Alaska Inclusive Child Care Program (Alaska IN!), a child has special needs if the child:

1. Has been identified as not functioning according to age-appropriate expectations in the areas of affective, cognitive, communicative, perceptual, motor, physical, or social development to the extent that the child may require help, program adjustments, or related services on a regular basis in order to function in an adaptive manner;
2. Requires health and related services of a type or amount beyond that typically required by a child in the child's age group; or
3. May require one or more of the following services:
 - a. Specialized care for a particular condition;
 - b. Specially trained caregiver;
 - c. Frequent monitoring of the child's health or medical needs;
 - d. Very close supervision;
 - e. Frequent intervention; or
 - f. Aided physical movement.

8040-2

ALASKA INCLUSIVE CHILD CARE PROGRAM ELIGIBILITY CRITERIA

To be eligible for Alaska Inclusive Child Care (Alaska IN!) the following criteria must be met:

1. Family and child must be eligible and participating in the State of Alaska Child Care Assistance Program (CCAP);
2. Child must be under thirteen (13) years of age;
3. Child must have a diagnosed special need or developmental disability (clinical opinion or special education documentation). Information must be current within the past twelve (12) months and reflect the child's current status. Acceptable forms of documentation include:
 - a. *Special Needs Documentation* form;
 - b. Individualized Education Plan (IEP);
 - c. Individual Family Service Plan (IFSP); or
 - d. Medical diagnosis, or mental health evaluation completed by a healthcare professional (i.e. Doctor, Nurse Practitioner, Public Health Nurse, Licensed Clinical Social Worker, Psychiatrist, Psychologist, or Licensed Psychological Associate).
4. Child must require additional child care services based on their individual need(s). These additional services must have an additional cost for the family to be eligible for Alaska IN!

8050

CHILD CARE ASSISTANCE PROGRAM PARTICIPATING FAMILIES INCLUDING A CHILD WITH SPECIAL NEEDS

Child Care Assistance Program (CCAP) participating families are to be given information about the Alaska Inclusive Child Care Program (Alaska IN!) when requested or when a child included in the family is identified as having a special need. If the family needs assistance in finding a child care provider to meet the needs of their child, they are to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network.

Families determined eligible and receiving Parents Achieving Self-Sufficiency (PASS) I, PASS II, or PASS III child care assistance may be eligible for additional funding to be paid directly to the family's child care provider. The family's child care provider must incur additional costs specifically associated to providing care to meet the needs of their child identified as having special needs.

PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) I PARTICIPATING FAMILIES

Families First (FF) grantees, Work First (WF) contractors and Work Services Providers (WSP) are to provide families participating in the Parents Achieving Self-Sufficiency (PASS) I, with an *Application for Alaska Inclusive Child Care, Alaska Inclusive Child Care Program* brochure, and information about the program upon request or when a child in the family has been identified as having special needs.

Additionally, when the family has made it known to their FF grantee, WF contractor, or WSP they are having difficulty in finding a child care provider due to a child's behavior or special need, the family is to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network serving the community in which the family resides.

1. *Applications for Alaska Inclusive Child Care* received by the FF grantee, WF contractor, or WSP

Within two (2) business days of receiving an *Application for Alaska Inclusive Child Care* the FF grantee, WF contractor, or WSP will:

- a. Date stamp the *Application for Alaska Inclusive Child Care* with the date received;
- b. Fax the *Application for Alaska Inclusive Child Care* to the Child Care Program Office (CCPO) toll free at 1-888-224-4536;
- c. Enter a client note in the Case Management System (CMS) and copy the client note to the Integrated Child Care Information System (ICCIS), documenting receipt of the application and forwarding it to the CCPO; and
- d. Shred the received *Application for Alaska Inclusive Child Care* upon a confirming the CCPO has copied a client note into CMS from their ICCIS case note documenting receipt of the application.

2. Approval for Alaska IN! participation

Upon receiving the *Authorization for Special Needs Supplement* documentation from the CCPO, the FF grantee, WF contractor, or WSP will:

- a. Maintain a copy of the *Authorization for Special Needs Supplement* document in the family's hard case file; and
- b. Include the approved special needs percentage on all future requests for PASS I authorizations within the family's approval timeframe as long as the family continues to use the same child care provider.

If the family changes child care providers the Alaska IN! supplemental funding will not be included in the *Child Care Assistance Authorization* or paid to the new provider until they are determined eligible.

8050-2

PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) II PARTICIPATING FAMILIES

When an Alaska Inclusive Child Care (Alaska IN!) participating family transitions from Parents Achieving Self-Sufficiency (PASS) I child care assistance to PASS II or PASS III child care assistance, nothing additional is needed from the family or child care provider as long as the provider remains the same.

The Child Care Program Office (CCPO) will coordinate with the Child Care Assistance Program (CCAP) Designee as needed for the transition from PASS I to PASS II or PASS III.

Designees are to provide new families with an *Application for Alaska Inclusive Child Care, Alaska Inclusive Child Care Program* brochure, and information about the program upon request or when a child in the family has been identified as having special needs. Additionally, when the family has made it known to the Designee they are having difficulty in finding a child care provider due to a child's behavior or special need, the family is to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network serving the community in which the family resides.

1. Applications for Alaska Inclusive Child Care received by the Designee

Within two (2) business days of receiving an Application for Alaska Inclusive *Child Care* the Designee will:

- a. Date stamp the *Application for Alaska Inclusive Child Care* with the date received;
- b. Fax the *Application for Alaska Inclusive Child Care* to the CCPO toll free at 1-888-224-4536;
- c. Enter an ICCIS case note documenting receipt of the application and forwarding it to the CCPO; and
- e. Shred the received *Application for Alaska Inclusive Child Care* upon a confirming the CCPO has entered an ICCIS case note documenting receipt of the application.

2. Approval for Alaska IN! participation

Upon receiving the *Authorization for Special Needs Supplement* documentation from the CCPO, the Designee will:

- a. Maintain a copy of the *Authorization for Special Needs Supplement* document the in the family's hard case file; and

- b. Include the approved special needs percentage on all future requests for PASS I authorizations within the family's approval timeframe as long as the family continues to use the same child care provider.

If the family changes child care providers the Alaska IN! supplemental funding will not be included in the *Child Care Assistance Authorization* or paid to the new provider until they are determined eligible.

8050-3

PARENTS ACHIEVING SELF-SUFFICIENCY (PASS) III PARTICIPATING FAMILIES

When an Alaska Inclusive Child Care (Alaska IN!) participating family transitions from Parents Achieving Self-Sufficiency (PASS) II child care assistance to PASS III child care assistance, nothing additional is needed from the family or child care provider as long as the provider remains the same.

Designees are to provide new families with an *Application for Alaska Inclusive Child Care, Alaska Inclusive Child Care Program* brochure, and information about the program upon request or when a child in the family has been identified as having special needs. Additionally, when the family has made it known to the Designee they are having difficulty in finding a child care provider due to a child's behavior or special need, the family is to be referred to the Alaska statewide Child Care Resource and Referral (CCR&R) Network serving the community in which the family resides.

1. Applications for Alaska Inclusive Child Care received by the Designee

Within two (2) business days of receiving an Application for Alaska Inclusive *Child Care* the Designee will:

- a. Date stamp the *Application for Alaska Inclusive Child Care* with the date received;
- b. Fax the *Application for Alaska Inclusive Child Care* to the CCPO toll free at 1-888-224-4536;
- c. Enter an ICCIS case note documenting receipt of the application and forwarding it to the CCPO; and
- d. Shred the received *Application for Alaska Inclusive Child Care* upon a confirming the CCPO has entered an ICCIS case note documenting receipt of the application.

2. Approval for Alaska IN! participation

Upon receiving the *Authorization for Special Needs Supplement* documentation from the CCPO, the Designee will:

- a. Maintain a copy of the *Authorization for Special Needs Supplement* document in the family's hard case file; and

- b. Include the approved special needs percentage on all future requests for PASS I authorizations within the family's approval timeframe as long as the family continues to use the same child care provider.

If the family changes child care providers the Alaska IN! supplemental funding will not be included in the *Child Care Assistance Authorization* or paid to the new provider until they are determined eligible.

8060

APPLICATION PROCESS

The family must submit an *Application for Alaska Inclusive Child Care* to begin the application process. Families can submit applications to the Child Care Program Office (CCPO), another Department agency, Designee, grantee, or contractor. When received by any agency other than the CCPO they are to be date stamped with the date received and forwarded within two (2) business days to the CCPO.

Once received at CCPO the application is date stamped received and forwarded for processing.

8060-1

APPLICATION PROCESS – ADMINISTRATIVE STAFF

Within one business day of receiving the application, the Child Care Program Office (CCPO) Administrative Staff will:

1. Date stamp the application and each page of any accompanying documentation with the date received by the CCPO;
2. Enter receipt of the application in the family's case in an Integrated Child Care Information System (ICCIS) case note, copy the ICCIS case note and set an alert in the Case Management System (CMS), for Parents Achieving Self-Sufficiency (PASS) I families, using subject heading: AK IN App Rcvd. Include in the body of the case note the date stamped received date and any additional documents received with the application;
3. Enter the original date the application was date stamped received by any other agency; the date received by the CCPO; and the date the application was forwarded to the Eligibility Staff in the AK IN! Tracking spreadsheet; and
4. Place the *Application for Alaska Inclusive Child Care* and all accompanying documents in a manila file folder and put the file in the designated Eligibility Staff's mailbox.

APPLICATION PROCESS – ELIGIBILITY STAFF

A separate application is not needed when a family identifies more than one child with a special need. However, documentation supporting each child's special need and the licensed child care provider's plan of care is required to make a determination for each child. If the family uses more than one provider for the same child with special needs, each provider must complete the process in order to be eligible to receive payment.

The Eligibility Staff will review the application and all supporting documentation. Supporting documentation will only be requested directly from the family's health care professional or school district at the request of the family. The supporting documentation must contain: a diagnosis or description of the child's developmental delay, or special need; and the additional service(s) needed for the child's care in a child care setting. The child care provider must identify how they will address these service(s) and include the costs associated with providing them.

Within two (2) days of receiving the application, Eligibility Staff will:

1. Review the Integrated Child Care Information System (ICCIS) and/or the Case Management System (CMS) to confirm the family and selected child care provider(s) are participating in the Child Care Assistance Program (CCAP);
2. Review the *Application for Alaska Inclusive Child Care* and supporting documentation for completeness. A complete application includes:
 - a. A completed *Application for Alaska Inclusive Child Care*;
 - b. Documentation supporting the child's special need which can be:
 - *Special Needs Documentation* form;
 - Individualized Education Plan (IEP);
 - Individual Family Service Plan (IFSP); or
 - Medical diagnosis, or mental health evaluation completed by a healthcare professional (i.e. Doctor, Nurse Practitioner, Public Health Nurse, Licensed Clinical Social Worker, Psychiatrist, Psychologist, or Licensed Psychological Associate);
 - c. Plan of care, for the child, signed by the licensed child care provider and the parent at the time the child is being enrolled; and
 - d. *Child Care Provider Inclusion Plan* signed by the child care provider, the Alaska statewide Child Care Resource and Referral (CCR&R) Network and the family's responsible party;
3. Contact new family applicants and new participating providers to conduct an orientation regarding their rights and responsibilities pertaining to Alaska IN!;

4. Make a determination to approve, deny, or pend the application;
5. Issue the applicable notification to the family and/or provider(s);
6. Document the determination in an ICCIS case note;
7. Copy the determination ICCIS case note and set an alert in CMS for PASS I families, and
8. Update the Alaska IN! Tracking spreadsheet.

8060-2 A. PENDING AN APPLICATION

When the family does not provide all documentation needed to complete their application, a notice must be issued advising the family of the information needed and the date by which it is required to be received by the CCPO. Most applications will be pended due to the requirement for the family's child care provider(s) to schedule an on-site observation with the Alaska statewide Child Care Resource and Referral (CCR&R) Network and to develop the *Child Care Provider Inclusion Plan*. The observation and receipt of the *Child Care Provider Inclusion Plan* must be completed prior to an eligibility determination of approved.

1. Incomplete Application from the Family and Child Care Provider Inclusion Plan is needed:

When the family has not submitted a completed *Application for Alaska Inclusive Child Care*, and for each child listed on the application: documentation supporting the child's special need; and/or the plan of care from their child care provider, the CCPO Eligibility staff will:

- a. Issue the *Alaska IN! Application - Pended* notice, to the family, advising them of the information needed from both the family and their child care provider before an eligibility determination can be made. The family is advised if all the information is not received within thirty (30) days of the date their provider's on-site observation is conducted, their application may be denied.
- b. Document in the family's case in an Integrated Child Care Information System (ICCIS) case note using subject heading: AK IN Pend. The body of the case note includes the items needed, regional CCR&R information, and the date information is due.

- c. Issue the *Alaska IN! Application – Pend for Child Care Provider Information notice* to the family's child care provider(s) advising them of the family's application, and the provider's requirement to contact the CCR&R for an on-site observation and completion of a *Child Care Provider Inclusion Plan*.

If the family is using an In-home Child Care provider the notice is issued to the parent of the family indicating they must schedule and allow the on-site observation, and the parent and caregiver must participate in the development of the *Child Care Provider Inclusion Plan*.

The due date in the *Alaska IN! Application – Pend for Child Care Provider Information notice* is thirty (30) days from the date the family's application was date stamped received to allow for the coordination with the CCR&R.

- d. Fax a copy of the signed *Release of Information* to the CCR&R within two (2) business days of receiving the request. The CCR&R will request a copy of the signed *Release of Information* from the parent's application allowing them to discuss the child's needs with the child care provider. Within two (2) business days of receiving the request from the CCR&R, CCPO Eligibility Staff will fax a copy of the *Release of Information*, covering any other agency's information, to the CCR&R.
- e. Document in the provider's ICCIS case in a case note using subject heading: AK IN Pend for Provider Info. The body of the case note includes the items needed, regional CCR&R information, and the date information is due.

2. *Child Care Provider Inclusion Plan Only Needed:*

When the family has submitted a completed *Application for Alaska Inclusive Child Care*, and for each child listed on the application only the *Child Care Provider Inclusion Plan* is needed, the CCPO Eligibility staff will:

- a. Issue the *Alaska IN! Application - Pended* notice, to the family, advising information is needed from their child care provider(s) before an eligibility determination can be made. The family is advised if the information is not received within thirty (30) days of the date their provider's on-site observation is conducted, their application may be denied.
- b. Document in the family's case in an Integrated Child Care Information System (ICCIS) case note using subject heading: AK IN Pend. The body of the case note includes the items needed, regional CCR&R information, and the date information is due.

- c. Issue the *Alaska IN! Application – Pend for Child Care Provider Information* notice to the family's child care provider(s) advising them of the family's application, and the provider's requirement to contact the CCR&R for an on-site observation and completion of a *Child Care Provider Inclusion Plan*.

If the family is using In-home child care the notice is issued to the parent of the family indicating the parent and their In-home caregiver must both participate in the development of the *Child Care Provider Inclusion Plan*.

The due date in the *Alaska IN! Application – Pend for Child Care Provider Information* notice is thirty (30) days from the date the family's application was date stamped received to allow for the coordination with the CCR&R.

- d. Fax a copy of the signed *Release of Information* to the CCR&R within two (2) business days of receiving the request. The CCR&R will request a copy of the signed *Release of Information* from the parent's application allowing them to discuss the child's needs with the child care provider. Within two (2) business days of receiving the request from the CCR&R, CCPO Eligibility Staff will fax a copy of the *Release of Information*, covering any other agency's information, to the CCR&R.
- e. Document in the provider's case in an ICCIS case note using subject heading: AK IN Pend for Provider Info. The body of the case note includes the items needed, regional CCR&R information, and the date information is due.

8060-2 B. DENYING AN APPLICATION

The application is denied on the thirty-first (31st) day following the date the child care provider's on-site observation was conducted, when the family's application has been pended and all the needed information is not received.

If the CCR&R advises the CCPO of a delay in conducting the on-site observation and/or completion of the *Child Care Provider Inclusion Plan*, an additional thirty (30) days, from the date the extension was requested, is allowed. When additional time has been given, and the required documentation has not been received, the application is denied on the sixty-first (61st) day following the date the application was date stamped received.

The application is denied when the *Child Care Provider Inclusion Plan* does not support: additional service(s) being needed; additional services being provided; and/or additional costs being incurred by the provider for services needed/provided.

CCPO Eligibility Staff will:

1. Issue an *Alaska IN! Application Denied* notice, to the family, listing the specific reason(s) for the denial; and
2. Document in the family's case in an Integrated Child Care Information System (ICCIS) case note, copy the ICCIS case note and set an alert in CMS for PASS I families, using the subject heading: AK IN Denied. The body of the case note identifies the items not provided as requested and/or other specific reason for denying the application.

The family may reapply at any time by submitting a new *Application for Alaska Inclusive Child Care*.

8060-2 C. APPROVING AN APPLICATION

Once the family and child care provider have submitted all the required documentation to complete the application and the additional services with their costs, the family's application is approved. An *Alaska IN! Application Approved* notice is issued once the program eligibility percentage and timeframe is determined. See section 8070.

8060-3 APPLICATION PROCESS – CHILD CARE PROVIDER

Child care providers participating in the Child Care Assistance Program (CCAP) may be eligible to receive supplemental funding through the Alaska Inclusive Child Care Program (Alaska IN!). CCAP participating families which include child(ren) identified as having a special need(s) must apply to Alaska IN! and be determined eligible, in order for their CCAP participating child care provider to receive supplemental funding. Alaska IN! supplemental funding eligibility is based on the provider incurring costs for additional services and/or accommodations to meet the specific care needs of a child identified with special needs.

At the time or prior to a licensed provider enrolling a child identified as having special needs into care, they must work with the parent to develop a plan of care addressing how they will provide specific services to meet the child's specific care needs.

When the *Child Care Provider Inclusion Plan* is not included with the family's *Application for Inclusive Child Care*, an *Alaska IN! Application – Pend for Child Care Provider Information* notice is issued to the child care provider. This notice informs the child care provider the family has applied for the Alaska Inclusive Child Care Program (Alaska IN!) and action is needed by the provider before a determination can be made regarding the provider's eligibility for supplemental funding.

Child care providers are encouraged to contact the Alaska statewide Child Care Resource and Referral (CCR&R) Network at any time they have training needs or questions about caring for and meeting a child's specific care need(s).

Upon receipt of the *Alaska IN! Application – Pend for Child Care Provider Information* notice, the child care provider must contact the CCR&R to schedule an on-site observation of the child identified as having a special need, while in their care.

1. On-site Observation

During the on-site observation the CCR&R will observe the environment in which care is provided for the child and the caregiver to child interactions. They will also review the child care provider's plan of care and the additional services being provided to ensure they meet the child's specific needs. The CCR&R may identify additional and/or specific trainings for the caregiver(s), environmental changes, or accommodations needed to better meet the child's needs while in care.

2. Child Care Provider Inclusion Plan

Documentation provided by the family identifies the child's specific care needs, and additional needs (services), accommodations, or special requirements, including specific training.

The child care provider must complete the *Child Care Provider Inclusion Plan* describing the additional services to be provided; and/or the accommodation to be made to include the child into care. Additional services and/or accommodations provided must have an additional cost to the provider for supplemental funding to be authorized.

Accommodations can be for increased staff, a reduction in the number of children; and/or the purchase/rental of specific equipment. The designated CCR&R staff will collaborate with the child care provider to complete the *Child Care Provider Inclusion Plan* based on their observation of the child while in care and any additional recommendations having a cost to the provider.

If the family is using In-home child care the notice is issued to the parent of the family indicating the parent and their In-home caregiver must both participate in the development of the *Child Care Provider Inclusion Plan*.

The *Child Care Provider Inclusion Plan* must be signed and dated by the child care provider, and the family's responsible party. The *Child Care Provider Inclusion Plan* must then be signed and dated by the CCR&R staff who conducted the on-site observation who will maintain a copy for their file.

A copy of the completed *Child Care Provider Inclusion Plan* with all required signatures and dates is submitted to the CCPO and forwarded to Eligibility Staff for processing.

CCPO Eligibility Staff will document receipt of the *Child Care Provider Inclusion Plan* in both the provider's and family's cases in an ICCIS case note using subject heading: AK IN! Provider Inclusion Plan Rcvd.

3. Changes to a *Child Care Provider Inclusion Plan*

When it is identified a provider's *Child Care Provider Inclusion Plan* needs modified to add additional or remove already listed services and/or accommodations, a new *Child Care Provider Inclusion Plan* must be completed.

The child care provider or the family may contact the CCR&R. CCR&R staff will work with the provider either by telephone or if necessary on-site, to ensure the changes meet the child's needs. A new *Child Care Provider Inclusion Plan* form must be requested from the CCPO with the dates for the new plan. The new *Child Care Provider Inclusion Plan* is completed, signed, and dated according to section 8060-3 2 (above).

8060-4

APPLICATION PROCESS – ALASKA STATEWIDE CHILD CARE RESOURCE AND REFERRAL NETWORK STAFF

The Alaska statewide Child Care Resource and Referral (CCR&R) Network assists families in finding appropriate child care providers by providing enhanced referrals, as needed. See section 8030.

CCR&R staff schedules time(s) with the child care provider to conduct an on-site observation, and develop a *Child Care Provider Inclusion Plan* addressing the specific services to be provided to meet the child's care needs.

8060-4 A. ON-SITE OBSERVATION

The on-site observation is to be conducted by a CCR&R staff member who has subject matter expertise and/or education in the specific special need of the child, early care and learning environments and/or child development.

If the CCR&R Staff is not available to speak with the child care provider when contacted to schedule the on-site observation, they will, within two (2) business days, return a call to the provider to schedule the on-site observation within thirty (30) calendar days of the provider's original contact. An *Alaska Inclusive Child Care Observation Scheduled* notice is sent to the provider advising the child care provider of the agreed upon date and time of the observation. A copy of the notice is sent to the Child Care Program Office (CCPO) along with a request for the signed *Release of Information* from the parent's application. The notice and request for the *Release of Information* are forwarded to the Eligibility Staff.

During the on-site observation, the CCR&R staff will:

1. Observe the child in care;
2. Review the licensed child care provider's plan of care;
3. Identify if any additional accommodations for the child are recommended;
4. Identify if any additional training specific to the child's special need is necessary or recommended for the child care provider and/or staff;
5. Assist the child care provider in completing the *Child Care Provider Inclusion Plan* or identify timeframe for completion; and
6. Document any follow-up actions needed, if applicable.

8060-4 B. CHILD CARE PROVIDER INCLUSION PLAN

CCR&R staff will collaborate with the child care provider to develop the *Child Care Provider Inclusion Plan* within ten (10) calendar days of the on-site observation, if not done the same day.

CCR&R staff maintains documentation of actions scheduled and completed as well as communication with the child care provider. CCR&R staff sign the completed *Child Care Provider Inclusion Plan* when it contains all the services and/or accommodations being or to be provided, and their associated costs.

When changes are needed to the *Child Care Provider Inclusion Plan*, see section 8110 Changes in a Child Care Provider Inclusion Plan.

8070

DETERMINING THE SUPPLEMENTAL FUNDING

Alaska Inclusive Child Care (Alaska IN!) supplemental funding provides support for child care providers to help meet the additional costs they incur when providing additional services for children with special needs. The funding amounts authorized through Alaska IN! may not fully reimburse the child care provider's costs however, they provide supplemental financial support.

Alaska IN! supplemental funding will be applied beginning the first of the month in which the family's *Application for Alaska Inclusive Child Care* was received as long as all required documentation was received within sixty (60) days of the date the application was first date stamped received. The supplemental funding will be applied to the remaining months based on the family's Child Care Assistance Program (CCAP) annual renewal period.

Alaska IN! supplemental funding cannot be authorized for any month, during the family's certification period in which the family is not authorized to receive a CCAP benefit.

The supplemental percentage and timeframe is determined once the *Child Care Provider Inclusion Plan* is received and supports there are additional costs for services provided to meet the child's care needs.

A calculated formula is used to determine the supplemental percentage not to exceed the maximum of 100% of the level of care authorized through CCAP. This is in addition to the payable amount for the CCAP.

8070-1

CALCULATING THE SUPPLEMENTAL PERCENTAGE

The Child Care Program Office (CCPO) Eligibility Staff will use: the costs incurred by the provider for the additional services, as included on the *Child Care Provider Inclusion Plan*; the Child Care Assistance Program Rate Schedule; the age of the child; and the months remaining until the family's Child Care Assistance Program (CCAP) annual renewal to determine the supplemental percentage. The supplemental percentage is applied to these remaining months.

1. Supplemental Percentage:

- a. Within five (5) business days of receiving all required information from both the family and the child care provider, the Eligibility staff determines the supplemental percentage using the:
 - *Child Care Assistance Authorization* document to determine the eligible cost of care for the child;
 - Provider's costs for services listed on the *Child Care Provider Inclusion Plan*; and
 - Family's information in the Integrated Child Care Information System (ICCIS) case notes to determine the family's annual renewal date.
- b. The additional costs from the *Child Care Provider Inclusion Plan* are divided by the number of months remaining until the family's annual renewal to get an estimate of a monthly amount to be paid. This monthly amount is then divided by the authorized eligible cost of care to get a percentage.
- c. Supplemental percentages used are in increments of 25: 25%, 50%, 75%, and 100%. The supplemental percentage closest to the actual is to be used. This may result in slightly more or less than the actual cost to be authorized to the child care provider.

For example: A toddler is authorized for a full time month enrollment to a licensed home provider in Anchorage. The monthly rate is \$650 (lesser of the provider's rate or the state rate). The cost to the child care provider for additional services is \$2,000.00. At the time the family applied and was determined eligible for Alaska IN! eight (8) months are remaining until the family's Child Care Assistance Program (CCAP) annual renewal. $\$2,000 \div 8 = \250 . $\$250 \div \$650 = 38\%$. Round to the closest percentage which is 50%. Supplemental funding for this child would be authorized at 50%.

2. Supplemental Rate

This supplemental percentage is converted to a supplemental rate for specific dollar amount based on the level of care authorized for the eligible child when the *Child Care Assistance Authorization* document is created. The amount of the actual dollar amount paid through Alaska IN! will vary when the child is authorized on an attendance basis.

8070-2

SUPPLEMENTAL FUNDING TIMEFRAME

The *Authorization for Special Needs Supplement* may be authorized effective the first of the month in which the *Application for Alaska Inclusive Child Care* was received, as long as the family was participating and authorized for the State of Alaska Child Care Assistance Program (CCAP).

The Alaska Inclusive Child Care Program (Alaska IN!) eligibility end date will coincide with the family's CCAP annual renewal.

The family must reapply for Alaska IN! participation at the same time they annually renew their CCAP participation.

8080

ELIGIBILITY DETERMINATION

The Child Care Program Office (CCPO) Eligibility Staff will make an eligibility determination on the application, to approve, or deny Alaska Inclusive Child Care Program (Alaska IN!) participation. Eligibility Staff will document the determination in the family's case in an Integrated Child Care Information System (ICCIS) case note, copy the ICCIS case note and set an alert in the Case Management System (CMS) for PASS I families, using subject heading as applicable: AK IN! App Approved or AK IN! App Denied, and update the Alaska IN! Tracking Spreadsheet.

1. Alaska Inclusive Child Care Program Approval

When the child of the family is determined eligible for the Alaska IN! the Eligibility Staff will:

- a. Issue an *Authorization for Special Needs Supplement* to be given to the family, their Child Care Assistance Program (CCAP) worker and the child care provider;
- b. Issue an *Alaska Inclusive Child Care Application - Approved* notice to the family identifying the child, child care provider, cost, supplemental funding percentage, and the effective dates;
- c. Update the family's ICCIS case by:
 - Selecting the child from the General Screen;
 - Marking the Special Needs box for the approved child in the Family Member screen;
 - Canceling existing *Child Care Assistance Authorization* documents beginning the month Alaska IN! is to start; and
 - Reissuing *Child Care Assistance Authorization* documents.
- d. Notify family, provider, and Families First (FF) grantee, Work First (WF) contractor, Work Service Provider (WSP) or Designee:

The reissued *Child Care Assistance Authorization* documents are sent to the family along with the *Alaska Inclusive Child Care Application - Approved* notice. A copy of the reissued/new *Child Care Assistance Authorization* document is sent to the child care provider and either faxed to the Families First (FF) grantee, Work First (WF) contractor, Work Service Provider (WSP) or Designee working with the family along with the *Authorization for Special Needs Supplement*.

e. Notify Child Care Licensing

The provider's *Child Care Provider Inclusion Plan* and plan of care for licensed providers are faxed to the Child Care Licensing Supervisor in the region where the child care provider is located, as notification of a child approved for Alaska IN! participation.

f. Notify the Alaska statewide Child Care Resource and Referral Network:

A copy of the provider's *Child Care Provider Inclusion Plan* is faxed to the Alaska statewide Child Care Resource and Referral (CCR&R) Network as notification of the approval for Alaska IN! participation. CCR&R Staff will maintain the *Child Care Provider Inclusion Plan* for future use in assisting the child care provider caring for the specific child.

g. Case note in ICCIS:

Enter in the family's case an ICCIS case note documenting the approval and reissuance of authorized care; and

h. Create the Alaska IN! administrative case file with the following tab labels:

- Inside cover: Process Sheet
- 1st tab: Application;
- 1st tab backside: Accommodations Scales;
- 2nd tab: Special Needs Documentation;
- 2nd tab backside: Provider Accommodations / Plans;
- Inside Back cover: Monitoring; and
- File Label Tab: Child Last Name, First Name.

2. Alaska Inclusive Child Care Program Denial

When it is determined the provider either will not be providing additional services or making accommodations specific to the child's need(s), or the additional services/accommodations do not have any costs associated, the Eligibility Staff will issue an *Alaska IN! Denied* notice to the family.

The *Application for Alaska Inclusive Child Care*, supporting documentation, correspondence received, and notices issued to the family and child care provider, are placed in a manila file folder and filed with the denied applications for the current fiscal year.

8090

PAYMENT VERIFICATION FOR THE SPECIAL NEEDS SUPPLEMENTAL

Alaska Inclusive Child Care Program (Alaska IN!) special needs supplemental funding payments, unlike regular child care assistance payments, are not subject to the same monthly maximum state payment amount.

To receive payment for an Alaska IN! supplement, providers include a request for payment by writing the Alaska IN! % authorized (for example: 50%) in the comments section of the billing form for the child being billed.

Alaska IN! supplemental payments are not made for any month the child did not attend or for a month in which a Child Care Assistance Program (CCAP) benefit was not issued.

The State Payment amount listed on the *Child Care Assistance Authorization* document already has the family's contribution (co-pay) deducted. The supplemental percentage amount is based on the unit cost for the level of care authorized and is added to the State Payment amount.

For Example:

1. Unit Cost	\$210
2. Supplemental Payment Amount	75% (\$210 x .75= \$157.50)
3. Co-pay	\$20 (\$210 - \$20= \$190)
4. Amount to Verify for Payment	\$347.50 (\$157.50 + \$190)

Designee or CCPO payment verification staff enters the Alaska IN! supplement payment amount in the supplemental line, after deducting any remaining "Amount to Pay" for the child authorized, in the Payment Options module of the Integrated Child Care Information System (ICCIS).

A. Example 1: Family is receiving **PASS II** or **PASS III**

Child has an authorization for a full month enrollment in a child care center. The provider's rate is \$650; the state's rate is \$621. The special needs supplemental funding determination from the *Authorization for Special Needs Supplement* is 50%. The family contribution is \$440.00.

CCAP Eligible Cost of Care	\$621 (lesser of the provider or state rate)
Family's Co-pay	- <u>\$440</u>
Amount to Pay	\$181
Supplemental Payment	
<u>Amount</u>	+ <u>\$310.50</u> (\$621 x .50)
Total Amount to verify for payment	\$491.50 (\$181 + \$310.50)

B. Example 2: Same information as in Example 1 except the child is receiving **PASS I***

CCAP Eligible Cost of Care	\$621 (lesser of the provider or state rate)
Supplemental Payment	
<u>Amount</u>	+ <u>\$310.50</u> (\$621 X .50)
Total Amount to verify for payment	\$931.50 (\$621 + \$310.50)

***PASS I:** There is no family co-pay required.

8100

CHANGING CHILD CARE PROVIDERS

When the family changes child care providers, the new provider, if licensed, must complete a plan of care at the time the child is enrolled into the provider's care. The Alaska statewide Child Care Resource and Referral (CCR&R) Network must also be contacted to complete the on-site observation and *Child Care Provider Inclusion Plan* before the provider can receive Alaska Inclusive Child Care (Alaska IN!) supplemental funding.

Alaska IN! supplemental funding will not be authorized until this process is completed and an eligibility determination is made.

The family must notify the Family First (FF) grantee, Work First (WF) contractor, Work Service Provider (WSP) or Designee working with the family for Child Care Assistance Program (CCAP) benefits within 14 (fourteen) days if they plan to change providers. The FF grantee, WF contractor, WSP, or Designee must notify the Child Care Program Office (CCPO) Eligibility Staff of the change with the effective dates.

CCPO Eligibility Staff will:

1. Contact the family for confirmation of the new child care provider and obtain the date the child will start with the new provider;
2. Issue an *Alaska IN! Change of Provider Information Needed* notice to the family's new child care provider advising them of their requirement to contact the CCR&R for an observation and to complete the *Child Care Provider Inclusion Plan* within thirty (30) of the date the notice was issued;
3. Document in the provider module, of the Integrated Child Care Information System (ICCIS), in a case note using subject heading: AK IN Provider Change – Info Needed. The body of the case note includes the information the provider needs to submit and the due date.
4. Evaluate the information received from the provider as outlined in 8060-2; and
5. Determine eligibility with the new provider.
 - a. When it is determined the new child care provider is eligible for supplemental funding, the effective date is the first of the month following notification of the change in providers. See section 8070.
 - b. If it is determined the family's selected provider is not eligible for supplemental funding, an *Alaska Inclusive Child Care Program – Information Needed* notice is issued to the family. The notice advises the family needs to select a CCAP eligible provider by the identified due date or their Alaska IN! case will close. The action is documented in the family case in an ICCIS case note, copied and an alert set in the Case Management System (CMS) for PASS I families, using subject heading: AK IN Information Needed.

8110

CHANGES IN A CHILD CARE PROVIDER INCLUSION PLAN

When it is identified a provider's *Child Care Provider Inclusion Plan* needs additional services and/or accommodations added or already listed services and/or accommodations removed, a new *Child Care Provider Inclusion Plan* must be completed. The child care provider, family, child care licensing, Child Care Program Office (CCPO), or the Alaska statewide Child Care Resource and Referral (CCR&R) Network, may initiate the process for completing a new *Child Care Provider Inclusion Plan*.

The Alaska statewide Child Care Resource and Referral (CCR&R) Network staff will request a new *Child Care Provider Inclusion Plan* from the Child Care Program office with the adjusted dates the modified plan will cover.

CCR&R staff will work with the provider either by telephone or if necessary on-site, to ensure the changes meet the child's needs. The new *Child Care Provider Inclusion Plan* is completed, signed, and dated according to the requirements of 8060-3 2.

8120

COMPLIANCE REVIEWS

Child Care Program Office (CCPO) Eligibility Staff will establish a compliance review schedule, based on the timeframes established, for the services and/or accommodations to be provided, as identified in *Child Care Provider Inclusion Plan*.

1. CCPO Eligibility Staff will:

- a. Access the child's file for the *Child Care Provider Inclusion Plan*;
- b. Contact the parent to determine if the services and/or accommodations identified in the *Child Care Provider Inclusion Plan* have been implemented;
- c. Contact the child care provider to obtain a receipt for the purchase of service and/or accommodation items, as applicable;
- d. Coordinate an on-site visit with the:
 - Child Care Licensing Supervisor in the region where the child care provider is located; for determining compliance when the child care provider is increasing staff or reducing the number of children in care; and/or
 - CCR&R staff to ensure the additional services are being provided for the child and determine if there are changes in the child;
- e. Evaluate information received from the Child Care Licensing Staff regarding their on-site visit to the facility to ensure provider staff level and/or reduction in children in care are being met and maintained. If a noncompliance is identified for a licensed child care provider regarding their plan of care for a child participating in Alaska IN!, Eligibility Staff will also follow up with Licensing Staff regarding the completion and acceptance of the provider's *Plan of Correction*;

- f. Evaluate information received from the CCR&R Staff, regarding their on-site visit to the facility to ensure the services identified are provided for the child, as applicable;
- g. Follow up as needed with Child Care Licensing Staff regarding a licensed child care provider's *Plan of Correction* completion, if a noncompliance identified is applicable to Alaska IN!;
- h. Issue an *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice to the provider, as needed, identifying any non-compliance in meeting or maintaining their *Child Care Provider Inclusion Plan* and requiring compliance;
- i. Complete the *AK IN! Review* form and file it in the child's Alaska IN! administrative case file;
- j. Document the results of the review in the family case in an Integrated Child Care Information System (ICCIS), case note using subject heading: AK IN! Review; and
- k. Update the *Alaska IN Tracking Spreadsheet* to track child care facilities reviewed.

2. Licensing Staff will:

Licensing staff will incorporate an on-site visit to child care facilities caring for children participating in Alaska IN! The on-site visit will be conducted during the licensing staff's regularly scheduled announced or unannounced site visit or when contacted for a more immediate need.

- a. While on-site, licensing staff will ensure:
 - Licensed child care facilities have a plan of care in place as required by regulation;
 - An identified reduction in children in care is being followed according to the *Child Care Provider Inclusion Plan*; and/or
 - Additional staffing and/or specific staff are on-site and with the child according to the *Child Care Provider Inclusion Plan*.
- b. When the licensed child care provider has not implemented the plan of care for this child, Licensing Staff will follow licensing guidelines for non-compliance.
- c. A copy of the section of the completed inspection report is provided to CCPO Eligibility Staff within ten (10) business days of the on-site visit, regarding the child care provider's compliance with their plan of care and/or *Child Care Provider Inclusion Plan* for the Alaska IN! participating child.

3. CCR&R will:

CCR&R staff will conduct an on-site observation of the child in care to:

- a. Review the *Child Care Provider Inclusion Plan* to ensure accommodations and/or services have been implemented;
- b. Assist the provider in modifying the *Child Care Provider Inclusion Plan*, as needed, based on this observation.

CCR&R staff will provide CCPO Eligibility Staff information, within ten (10) business days of the on-site visit, regarding the child care provider's compliance with their *Child Care Provider Inclusion Plan*.

8120-1 ADDITIONAL SERVICES COMPLIANCE NOT MET

If it is determined a provider is not providing the services according to the plan of care and/or *Child Care Provider Inclusion Plan*, the Eligibility Staff will:

1. Follow up as needed with the Licensing Staff when the provider is not compliant with their plan of care to ensure they have satisfied the Plan of Correction actions;
2. Identify the specific action(s) to be completed by the child care provider in order to continue to receive Alaska Inclusive Child Care (Alaska IN!) supplemental funding;
3. Issue an *Alaska Inclusive Child Care Program – Child Care Provider Action Needed* notice to the provider allowing at least ten (10) days, based on the Adverse Action Calendar, to come into compliance with their *Child Care Provider Inclusion Plan*; and
4. Document in the child care provider's case in an Integrated Child Care Information System (ICCIS) case note using subject heading: AK IN Provider Action Needed. The body of the case note includes the actions required by the provider and the due date.

An extension of the due date may be granted, on a case by case basis, with the approval of a Child Care Program Office (CCPO) Program Coordinator II or the CCPO Program Manager.

8130

ENDING A FAMILY'S PARTICIPATION

A family's participation in the Alaska Inclusive Child Care Program (Alaska IN!) may be ended for reason(s) including, but not limited to:

1. The family's or child care provider's Child Care Assistance Program (CCAP) participation ends;
2. Services and/or accommodations are no longer needed, provided, or there is no cost to the child care provider;
3. The child care provider's CCAP participation ends and a new provider is not identified;
4. The child care provider is not in compliance with Alaska IN! requirements including their *Child Care Provider Inclusion Plan*;
5. The family changes child care providers and the new provider identified is not eligible for CCAP participation; or
6. The family or child care provider requests their Alaska IN! participation to end.

8130-1

ENDING A PARENTS ACHIEVING SELF-SUFFICIENCY I FAMILY'S PARTICIPATION

When Alaska Inclusive Child Care Program (Alaska IN!) participation is ended for a Parents Achieving Self-Sufficiency (PASS) I family the Child Care Program Office (CCPO) Eligibility Staff will:

1. Cancel existing *Child Care Assistance Authorization* documents beginning the month Alaska IN! is no longer to be authorized;
2. Select the child from the General Screen in the Integrated Child Care Information System (ICCIS);
3. Remove the check in the Special Needs box for the child in the Family Member Screen in ICCIS;
4. Reissue *Child Care Assistance Authorization* documents at the same level of care as previously authorized; and
5. Issue an *Alaska Inclusive Child Care Program – Closure* notice to the family.

The reissued *Child Care Assistance Authorization* documents are sent to the family along with the *Alaska Inclusive Child Care Program - Closure* notice. A copy of the re-created *Child Care Assistance Authorization* document is sent to the child care provider.

An ICCIS case note is entered, in the family's case, using subject heading: AK IN Closure. The body of the case note is to include the reason for closure and effective date. The case note is copied to the Case Management System (CMS) alerting the worker the supplemental funding will no longer be included in the care authorized.

8130-2

ENDING A PARENTS ACHIEVING SELF-SUFFICIENCY II OR PARENTS ACHIEVING SELF-SUFFICIENCY III FAMILY'S PARTICIPATION

When Alaska Inclusive Child Care Program (Alaska IN!) participation is ended for a Parents Achieving Self-Sufficiency (PASS) II or a PASS III family the existing supplemental funding authorized is cancelled.

1. Child Care Program Office (CCPO) Eligibility Staff will:

- a. Issue an *Alaska Inclusive Child Care Program – Closure* notice to the family;
- b. Document in the family's case an ICCIS case note using subject heading: AK IN Closure. The body of the case note is to include the reason for closure and effective date; and
- c. Fax or email a copy of the *Alaska Inclusive Child Care Program – Closure* notice to the Child Care Assistance Program (CCAP) Designee serving the family.

2. The CCAP Designee will:

- a. Cancel existing *Child Care Assistance Authorization* documents beginning the month Alaska IN! is no longer to be authorized;
- b. Select the child from the General Screen in the Integrated Child Care Information System (ICCIS);
- c. Remove the check in the Special Needs box for the child in the Family Member Screen in ICCIS;
- d. Reissue *Child Care Assistance Authorization* documents at the same level of care as previously authorized;
- e. Issue a *Child Care Assistance – Notice of Change* to the family;
- f. Issue a *Child Care Assistance - Notice of Authorization Change* to the child care provider; and
- g. Document the action in the family's case in an ICCIS case note.

The reissued *Child Care Assistance Authorization* documents are sent to the family along with the *Child Care Assistance – Notice of Change* notice. A copy of the re-created *Child Care Assistance Authorization* document is sent to the child care provider with the *Child Care Assistance – Notice of Authorization Change*.

8140

PARTICIPATION RENEWAL

Each Alaska Inclusive Child Care (Alaska IN!) case must be reviewed at least annually. The CCPO Eligibility Staff will issue an *Alaska Inclusive Child Care – Renewal Notice* to the family, sixty (60) days prior to the end of the family's Alaska IN! eligibility period.

The family must submit a new *Application for Alaska Inclusive Child Care* and complete the application process along with their child care provider for the special needs supplemental funding to be re-evaluated for potential continued eligibility.

8150

RECORDS RETENTION AND CASE FILE MANAGEMENT

The Child Care Program Office (CCPO) must retain Alaska Inclusive Child Care Program administrative case files in accordance with the Department of Health and Social Services Agency Records Retention and Disposition Schedule and the CCPO-specific Records Retention Schedule.

8150-1

RECORDS RETENTION - ELIGIBILITY STAFF

The Eligibility Staff will maintain the child's Alaska Inclusive Child Care Program (Alaska IN!) administrative file, including all the supporting documentation and correspondence. Each child has a hard copy case file regardless of the number of children in the family participating in Alaska IN!

1. The Alaska IN! administrative hard copy case file includes:

- a. *Application for Alaska Inclusive Child Care*;
- b. Documentation supporting the child's special needs;
- c. *Child Care Provider Inclusion Plan*;
- d. *Alaska IN! Review* forms and documentation of any on-site compliance visits from the Child Care Licensing and/or the Alaska statewide Child Care Resource and Referral (CCR&R) Network, if applicable;
- e. Notices issued and documented correspondence; and
- f. Any other relevant information pertaining to the Alaska IN! case.

2. Active Alaska IN! case files

Alaska IN! administrative hard copy case files will be filed alphabetically by the last name of the child in the Alaska IN! active drawer.

3. Closed Alaska IN! case files

When a child's participation ends the Eligibility Staff will move the administrative hard copy case file from the active files to the filing cabinet labeled with CLOSED AK IN! Closed files are retained for three (3) years after Alaska IN! participation ends.

8150-2

RECORDS RETENTION - ADMINISTRATIVE STAFF

The Administrative Staff will identify Alaska Inclusive Child Care Program (Alaska IN!) administrative hard copy case files for destruction based on the CCPO retention schedule after the close of each state fiscal year.

Closed Alaska IN! case files will be pulled after the end of the third (3rd) fiscal year of their closure. A listing of the files identified for destruction is maintained by the CCPO Administrative Assistant II.